



Transforming skills, careers and lives.

ILM Level 2 Qualifications in Leadership and Team Skills

The Institute of Leadership & Management (ILM) is the UK's largest management body. ILM combines industry-leading qualifications and specialist member services.

Best Practice Training & Development Ltd is a leading ILM Approved Centre. We deliver a range of ILM courses - either in your workplace or by distance learning.

The following pages contain course information.

For further information or to discuss this course in more detail, please contact **Best Practice on 01923 225225**

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ILM Level 2 Qualifications in Leadership and Team Skills



Who are these qualifications for?

The Award or Certificate in Leadership and Team Skills is ideal for practicing team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders – helping them make the transition from working in a team to leading a team.

Benefits for individuals

- ▶ Learn core leadership and management skills
- ▶ Put these skills into practice in your workplace
- ▶ Improve your team's performance
- ▶ Get a nationally recognised qualification.

Benefits for employers

- ▶ Motivated and competent team leaders

- ▶ Increased productivity
- ▶ Customise this qualification to suit organisational and individual needs
- ▶ Workplace-based assessment ensures new skills are effectively transferred to the job.

The units in this qualification cover a wide range of skills, knowledge and understanding. These include units that focus on communication, working with people, providing direction and leadership, and getting results – from problem-solving to planning and monitoring workloads.

Progression

Successful learners will be able to progress to the ILM Level 3 Award or Certificate in Leadership and Management.

Qualification overview

Qualification title	Credit value	Structure
Level 2 Award in Leadership and Team Skills	Minimum 3 credits Maximum 12 credits	<ul style="list-style-type: none"> ▶ One hour induction ▶ At least two hours tutorial support ▶ Minimum of two units from Group 1*
Level 2 Certificate in Leadership and Team Skills	Minimum 13 credits Maximum 36 credits	<ul style="list-style-type: none"> ▶ One hour induction ▶ At least two hours tutorial support ▶ Choice of optional units from Groups 1 and 2, where Group 1 contains Level 2 units and Group 2 contains units at Level 3* ▶ Maximum of 6 credits from Group 2

*Refer to table overleaf for unit details

Rules of combination

Award

- ▶ Minimum 3 credits (must be two units), maximum 12 credits
- ▶ All units must be taken from Group 1

Certificate

- ▶ Minimum 13 credits, maximum 36 credits
- ▶ Choice of units from Groups 1 and 2
- ▶ Maximum of 6 credits from Group 2

Overview of units

Group 1

Reference	Unit title	Level	CV*	GLH**
8000-250	Developing Yourself as a Team Leader	2	1	6
8000-251	Improving Performance of the Work Team	2	1	6
8000-252	Planning and Monitoring Work	2	2	8
8000-253	Developing the Work Team	2	1	6
8000-254	Induction and Coaching in the Workplace	2	2	8
8000-255	Meeting Customer Needs	2	2	6
8000-256	Working Within Organisational and Legal Guidelines	2	1	6
8000-257	Providing Quality to Customers	2	1	6
8000-258	Using Information to Solve Problems	2	1	5
8000-259	Understanding the Change in the Workplace	2	2	6
8000-260	Maintaining a Healthy and Safe Working Environment	2	1	8
8000-261	Diversity in the Workplace	2	1	6
8000-262	Using Resources Effectively and Efficiently in the Workplace	2	1	7
8000-263	Communicating With People Outside the Work Team	2	1	6
8000-264	Briefing the Work Team	2	1	6
8000-265	Workplace Communication	2	1	5
8000-266	Workplace Records and Information Systems	2	1	5
8000-267	Business Improvement Techniques	2	2	10
8000-268	Leading Your Work Team	2	2	6
8000-269	Managing Yourself	2	1	4
8000-270	Enterprise Awareness	2	3	18
8000-271	Working with Customers Legally	2	1	5
8000-272	Setting Team Objectives in the Workplace	2	2	6
8000-273	Gathering, Interpreting and Utilising Data in the Workplace	2	1	3
8000-274	Methods of Communicating in the Workplace	2	1	3
8000-275	Satisfying Customer Requirements	2	1	3
8000-276	Understanding Effective Team Working	2	1	3
8000-277	Building an Awareness of Waste Management	2	2	9
8000-279	Understanding Sales in the Workplace	2	2	7
8000-280	Understanding the Implications of Working in an Enterprise	2	3	6

*Credit value. **Guided learning hours.

Group 2

Reference	Unit title	Level	CV*	GLH**
8000-300	Solving Problems and Making Decisions	3	2	9
8000-301	Understanding Innovation and Change in an Organisation	3	2	9
8000-307	Giving Briefings and Making Presentations	3	2	4
8000-308	Understanding Leadership	3	2	6
8000-312	Understanding Conflict Management in the Workplace	3	1	4
8000-313	Understanding Stress Management in the Workplace	3	1	7
8000-314	Understanding Discipline in the Workplace	3	1	5
8000-316	Understanding the Induction of New Staff in the Workplace	3	1	3
8000-317	Understanding Training and Coaching in the Workplace	3	2	7
8000-320	Managing Workplace Projects	3	2	7
8000-322	Understand the Organisation and its Context	3	2	7
8000-327	Understanding Negotiation and Networking in the Workplace	3	1	6
8000-337	Understanding Security Measures in the Workplace	3	2	7
8000-339	Understanding Good Practice in Workplace Coaching	3	3	9
8000-340	Undertaking Coaching in the Workplace	3	4	6

Learning resources

There is a range of materials available to support ILM qualifications, for full details browse online at www.i-l-m.com/shop

ILM membership

ILM membership brings access to a wide range of online resources, news and information that have been specially selected to support management learning and development. It's the ideal way to help learners get the most from their ILM programme and support their management career. Visit www.i-l-m.com/members for more information.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance, we believe this delivers well-rounded managers with a proven ability to perform to the required standards.

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

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